

Your Guide to: Managing Online Orders

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You've got a busy workday—we get it. But there are easy ways to integrate processing your online orders into your existing daily schedule. It's no harder than processing a wholesale order over fax! Here's what an ideal day looks like to the parts manager selling online:

FIRST THING IN THE MORNING

- Check for new orders and notes. Sometimes a customer is looking for parts that can be shipped out on the same day. When you find an order like this, prioritize it so that it can get to the customer quickly.

AFTER YOUR MORNING RUSH

- Evaluate orders for fraud and check fitments. High-dollar orders sometimes need closer attention because they are at a higher risk for fraud. A good rule of thumb is to evaluate the legitimacy of orders over \$300. Be sure to also check fitments of other orders.
- Type up and print orders. You'll want to make sure you enter orders into your DMS throughout the day so there's time to get them in before the stock order deadline in the afternoon.

AFTER LUNCH

- Take a second look at current orders. There may be a new order that can be shipped out of on-hand inventory.

BY 3 P.M. OR YOUR CANADA POST PICKUP TIME

- Organize your orders. Have them boxed and ready to go by 3 p.m. or your designated Canada Post pickup time. If you don't have a time scheduled, you should [request one](#) from your local post office.

TIP:

- Take stock of your shipping supplies at the end of each week. Canada Post can take up to seven days to deliver boxes, so it pays to be proactive for the coming week.

ONTO ANOTHER WEEK!

If you have questions about managing your online orders, **our support team is always available** at support@simplepart.com or by calling 1-888-843-0425.
